

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology Services

Statewide Telecommunications
and Network Division

Category:

Trouble Reporting

Chapter Title:

**Trouble Reporting For
Telecommunications
Systems & Services**

Chapter Number:

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SIGNS OF STATE, LOCAL NETWORK AND EQUIPMENT TROUBLE

These conditions may indicate State of California (CALNET) network trouble.

- Problems are encountered when dialing 7-digit CALNET numbers (CALNET Access code + 7-digit CALNET number).
- Problems are encountered when dialing 10-digit public numbers (CALNET Access code + area code + 7-digit public number).
- Problems are encountered when dialing "9" plus a 7- or 10-digit public number which is outside the local calling area from consolidated service locations with CALNET dedicated access and automatic routing.
- The following conditions exist: noisy, can't hear, echo, crosstalk, cut off, can't be heard, prolonged fast busy tone and no ring after a 20 second pause. If there is a recorded announcement with a CALNET location identifier, write down this alphanumeric location identifier before contacting CALNET.

These conditions are considered local equipment or network trouble.

- There are problems with equipment (i.e., telephone instrument, autodialers, Private Branch Exchange (PBX), cords, etc.).
- There are telephone system feature problems (i.e., call transfer, call hold, etc.).
- Problems are encountered when dialing local calls.

CALNET, LOCAL NETWORK AND EQUIPMENT TROUBLE REPORTING

State CALNET Network

Call the CALNET Help Desk at (916) 657-6161 or CALNET 990-6161 to report suspected CALNET network trouble. Advise the operator that the trouble is believed to be on the State of California network. The reporting party should receive a trouble ticket number from the Help Desk. Ask for a time commitment to complete repairs.

Local Network

Report Centrex/CentraNet line and feature troubles to the local exchange company responsible for providing dial tone. (See applicable local directory for trouble reporting number). CALDEX line and feature troubles should be reported to the CALNET Help Desk.

CALDEX FEATURE SERVICES

CALDEX agencies that encounter trouble with such features as Automatic Call Distribution (ACD), Uniform Call Distribution (UCD), Administrative Change Order System (ACORDS) and voice mail provided by the Statewide Telecommunications and Network Division (STND) (not via a LEC master contract), should contact the CALNET Help Desk.

Equipment Trouble

Report all telephone terminal equipment troubles to the applicable company responsible for maintaining this equipment for the agency. If help is necessary to isolate CALDEX telephone equipment problems, contact the CALNET Help Desk for assistance.

CALNET DATA SERVICE TROUBLE

Agencies that encounter trouble on any CALNET Time Division Multiplexed, Dedicated, or Switched 56 Data service should report the trouble to Network Operations, Data Trouble at (916) 657-9495 or CALNET 437-9495.

Agencies subscribing to CALNET Frame Relay Service should report troubles that are not associated with customer equipment to Pacific Bell Network Data Products Service Center (NDPSC). This trouble reporting service is provided via a contractual arrangement with Pacific Bell, that provides the frame relay switches and its associated network management system. For interLATA service, call (800) 580-8121, and for intraLATA service, call (800) 870-9007. If it is determined by Pacific Bell that the trouble is in the CALNET transport network, Pacific Bell coordinates with the CALNET Help Desk to report and resolve trouble.

CALNET ESCALATION PROCEDURE

If reported problems have not been resolved satisfactorily, contact STND Trouble Escalation at (916) 657-6146 or CALNET 437-6146.

See Chapter 0101.0, DTS-STND Reference Guide, for all DTS-STND contact information referenced within this chapter.